

## Action Plan for Montana

### Montana Policy Academy Action Plan, Revised November 5, 2003

#### PRIORITY I: Coordinate Services

#### Establish the necessary leadership to create a sustainable structure and improve coordination of homeless services statewide

Strategies	Actions	Additional Steps Re-quired	Manager <sup>1</sup> and/or Im-plementer <sup>2</sup>	Completion Date	Benchmarks or Out-comes
<i><sup>1</sup> The Manager is the individual responsible for coordinating each action; <sup>2</sup>The Implementer is the individual (or entity) responsible for carrying actions out.</i>					
<p>Strategy 1.1 Establish an Interagency Council on Homelessness and</p> <p>Promote participation by state mainstream resource programs in the statewide Continuum of Care</p>	<ul style="list-style-type: none"> <li>Identify persons and organizations to serve on Council</li> <li>Convene Policy Academy members to revisit and revitalize efforts. Present list and updated Action Plan for review and suggestions</li> <li>Revise list and contact those nominated</li> <li>Revise Action Plan and submit to Governor</li> </ul>	<p>Create and distribute agenda and packet of information; arrange meeting accommodations</p> <p>Create contact list; call and send formal letter signed by Governor</p>		January 2004	<p>Benchmarks will include process evaluation to ensure timely completion of tasks.</p> <p>Outcomes will include enhanced communication and coordination across agencies.</p>
	Governor issues Executive Order establishing the Interagency Council on Homelessness (ICH)	If needed, provide assistance with document		February 2004	
	Governor's memo to homeless agency directors, program managers and field staff charging them to participate in Policy Academy's (and ICH) efforts, including Continuum of Care.	If needed, provide assistance with document			
	Request identification of key contact person in each state agency and program to coordinate with the P.A. or the Council	Include Corrections, Labor, OPI, DPHHS			
	Convene first of bi-monthly meetings of the Interagency Council on Homelessness	Create and distribute agenda including presentations; arrange for accommodations. Capture information and report back in written format. Incorporate suggestions received to update document.		February 2004	
	Create monthly newsletter to be distributed electronically and/or by hard copy.			February 2004	

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Strategy 1.2 Inventory state program discharge policies and practices	Dan Anderson and other appropriate administrators will send memos to programs requesting information on current practices.	Assist with creating memo		January 2004	Outcome: Coordinated discharge policies across state programs, which ensure transition to stable housing.  Goal: No person becomes homeless upon discharge from state program
	Collate information and create report on current practices			January & February	
	Identify best practices for discharge and aftercare – TA already requested and response received from Policy Academy			February 2004	
	Convene 2 <sup>nd</sup> bi-monthly IHC meeting to review and recommend changes for statewide discharge practices and policies  Capture information and formalize it in a report for distribution to members and other interested parties	Arrange accommodations, create agenda and provide for any necessary presentations		April 2004	
Strategy 1.3 Enhance agency participation in annual inventory of homeless resources and homeless survey	Review current practices and create template for outreach and survey based on those used by those who have been most successful in reaching the homeless and detailing the homeless resources	Request information or interview participants on processes and collect tools currently in use  Distribute templates to participating agencies		March – May 2003	Outcome: A more accurate “point in time” view of the homeless population of Montana for use in grant writing and needs assessments.
Strategy 1.4 Establish a Homeless Management Information System within the Dept of Public Health and Human Services  <i>Note: In progress with <b>Bob Buzzas</b></i>	Prepare grant request to be included in the 2003 Continuum of Care Grant Application		Jim Nolan & Bob Buzzas		
	Establish a MT HMIS Implementation Committee to identify barriers to implementation, to guide system development, to create an incentives plan to promote full utilization and to monitor implementation.	List prepared and contacts made. First meeting occurs after grant award announced	Jim Nolan & Bob Buzzas	January 2004	
	Conduct training for state agency program administrators and local providers	Establish training curriculum and schedules	Jim Nolan & Northrup Grumman	April, 1, 2004	

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<b>PRIORITY II: Case Management</b> <b>Improve and strengthen effective Case Management of homeless</b>					
Strategies	Actions	Additional Steps Required	Manager and/or Implementer	Completion Date	Benchmarks or Outcomes
Strategy 2.1 Improve case management effectiveness through increased awareness and understanding of cultural issues of chronically homeless sub-populations	Obtain Best Practice templates  Assist with the development or formalization of curriculum  Help facilitate implementation of curriculum (DPHHS) by assisting with outreach, contact and planning, as needed.	Help identify trainers and/or curricula addressing cultural sensitivity of homeless sub-populations, including Native American, Hispanic and others.  Create resource list with contact information	Eric Sells, Hank Hudson, DPHHS Staff	March – October and Ongoing  Begin offering training in June 2003	100% of staff trained in culturally appropriate strategies for dealing with homeless populations by June 2006
Strategy 2.2 Increase chronically homeless access to mainstream resources through improved case manager training, resulting in increased numbers of referrals and enrollments in mainstream programs	Help facilitate the provision of training for program administrators and “front-line” service providers, case managers and outreach workers using HUD’s First Step curriculum.  Distribute Curriculum	Prepare mailing list Schedule sessions; create and disseminate training notices  Assist with meeting preparation, facilitation, provision of space and meals, as needed	John Moore, MT Professional Development Center	May 2004	Increased referral and enrollment in mainstream programs
Strategy 2.3 Conduct outreach to homeless service providers, case managers and outreach workers to raise awareness of need and resources through October Hunger and Homeless Conference	Begin considering additional outreach strategies and/or training for 2004 Hunger and Homelessness conference  Create session detailing what has been accomplished through the Action Plan, and to disseminate common forms, best practices and other procedures adopted through the Council			August – October 2004	
Strategy 2.4 Analyze statewide intake and assessment forms to incorporate critical common variables into data collection	During second Council meeting, establish a work group to identify current practices, explore options and plan implementation of common intake, assessment and reporting.	Plan, attend, facilitate and report back on work group activities;  Help create draft intake, assessment & report forms for group & council approval		February 2004  Completed and approved by October 2004	Outcome: Adoption of common intake and assessment forms

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<b>PRIORITY THREE: Mobilize Resources</b> <b>Access all available resources and identify where new resources can make a critical difference</b>					
Strategies	Actions	Additional Steps Required	Manager and/or Implementer	Completion Date	Benchmarks or Outcomes
Strategy 3.1 Create statewide mechanisms for Presumptive Eligibility for persons at-risk of homelessness and being discharged from state institutions and programs	<ul style="list-style-type: none"> <li>▪ Submit TA request to Policy Academy for assistance from Y. Perret and/or J. Rosen for preparation of SSA Presumptive Eligibility application</li> <li>▪ Prepare SSI Waiver</li> <li>▪ Define the Target Population</li> <li>▪ Determine Fiscal Impact</li> <li>▪ Define pilot project and funding sources</li> <li>▪ Write Montana plan, get SSA approval</li> <li>▪ Obtain Medical Waiver</li> </ul>	Draft definition of target population Create cost estimates  Find and respond to RFA  Present plans for approval at bi-monthly Council meeting	Dan Anderson, John Chappius and/or Ed Amberg	Begin process in February 2004; complete in October 2004	Benchmarks: Approval of Presumptive Eligibility for Target Population  Increase in numbers served by SSI and Medicaid  Outcome: Reduced homelessness among service population
Strategy 3.2 Identify applicant for VA Voucher Per Diem Grant	Conduct outreach to veterans and housing organizations	Write or assist with writing the application		January 2004	
Strategy 3.2 Create/submit TA request to Policy Academy for training	Write and submit proposal	<ul style="list-style-type: none"> <li>▪ Assist with writing and submission</li> </ul>			Outcome: improved SSI-Medicaid denial rates
Strategy 3.3 Provide appropriate training to ensure a professional workforce with the skills to deal with the homeless population	Ensure provision and/or availability of training for case managers and service providers	Assist with planning training, contacting and procuring trainers, providing for space, meals and materials, as needed.		May, 2004	Benchmarks: XXX case managers will receive training provided in XX sessions  Improved enrollment in SSI
Strategy 3.4 Identify housing status needs within DPHHS client	<ul style="list-style-type: none"> <li>▪ Determine availability and sources of data.</li> <li>▪ Convene a work group from the Policy Academy and/or Council to develop a data set</li> <li>▪ Facilitate discussions and create follow-up reports and forms, as needed</li> </ul>	Pilot data collection through Disabilities Division data on housing status  Consider data in context with intake, discharge and assessment forms and revise forms to ensure appropriate questions are included		June 2004	Benchmarks: Report on data availability.  Outcomes: Better documentation and understanding of need. Access to real time data. Better information for use in seeking resources and informing policymakers

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Strategy 3.5 Create report on allocation of existing housing resources by income.	<ul style="list-style-type: none"> <li>Examine existing data and create report on current housing allocation/access for those at lowest incomes</li> <li>Help complete study of current allocation of existing housing resources including Consolidated Plan programs, Low Income Housing Tax Credit Programs and Continuum of Care.</li> </ul>	Using existing resources including those prepared by the Department of Commerce, report on back to PA and/or Council on use of existing housing by population, including those living on 0 – 30% of area median income		January 2004	Outcome: Knowledge of low-income housing allocation status by income level.
<b>PRIORITY IV: Outreach</b> <b><i>Create new outreach effort and leverage current outreach efforts to increase enrollment of hard-to-reach chronic homeless individuals.</i></b>					
Strategies	Actions	Additional Steps Required	Manager and/or Implementer	Completion Date	Benchmarks or Outcomes
Strategy 4.1 Help create materials for a statewide homeless Stand Down or Awareness Day.	<ul style="list-style-type: none"> <li>Identify existing plans and develop "Best" plan for Montana Action</li> <li>Assist with coverage and promotion of pilot Stand Downs as needed</li> <li>Provide standardized Stand Down template and promotional materials</li> </ul>			August – October 2004	Benchmark: Templates provided to League of Cities and Towns and Montana Association of Counties
Strategy 4.2 Increase SSI outreach <ul style="list-style-type: none"> <li>Action 4.2.1:.</li> <li>Action 4.2.2:</li> </ul>	Convene an SSI outreach working group to develop an innovative approach for increasing SSI outreach	Prepare application for SSI Outreach Demonstration or other appropriate grant that becomes available to increase statewide capacity			Benchmarks: Competitive grant applications  Outcomes: Increased number of viable SSI applications
Bi-Monthly	Interagency Homeless Council meetings to be held in various locations statewide				
Monthly	Newsletter providing updates on progress of PA efforts				